

DATE: 08/10/2021

REQUEST FOR PROPOSAL: No. RFP/2021/017

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
EVALUATION SERVICES FOR UNHCR**

CLOSING DATE AND TIME: 23/11/2021 – 23:59 hrs CET

INTRODUCTION TO UNHCR AND EVALUATION

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. As of 31 December 2020, we employ 17,878 people, of whom around nearly 91 per cent are based in the field. We work in 132 countries and territories, with personnel based in a mixture of regional and branch offices and sub and field offices. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

Evaluations in UNHCR are conducted for learning and accountability purposes. They enable senior management and other stakeholders to make informed decisions, demonstrate results to stakeholders, and improve strategies, plans, programmes and policies. The evaluation function provides the Organization with a structured approach to (a) obtain an impartial reflection on, and analysis of, its performance and results (for accountability purposes); and (b) recommend ways to improve and build on its strengths, address its weaknesses and contribute to lessons learned (for learning and knowledge generation purposes). The overall purpose of evaluation is thus to contribute to both learning and accountability and inform policy decisions, strategic and programmatic choices.

1. REQUIREMENTS

The UNHCR) Evaluation Service, invites qualified suppliers, manufacturers and service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of evaluation services for UNHCR.

The Request for Proposal (RFP) will have two components 1) the main Frame Agreement that will be issued to cover Strategic and Thematic Evaluations (STEs) called Lot 1, and 2) Frame Agreements that will be awarded to individual firms that will be selected to undertake Country Strategy Evaluations (CSEs) called Lot 2 and Emergency Response Evaluations (EREs) called Lot 3 covering the entire period.

Companies can submit proposals to any, or all, of the three Lots. Proposals will be assessed against the requirements for each Lot; the result of the proposal for one Lot will not affect the outcome of the proposal(-s) for (an-)other Lot(s). However, in case a vendor scores highest overall scores for multiple lots, UNHCR reserves the right to award the lot of it's choosing to such vendor and offer the other lot to the second highest scorer.

The UNHCR Evaluation Service welcomes proposals from companies, or commercial arms of academic institutions / non-governmental organizations located in any country. The Evaluation Service is particularly keen to attract proposals from a range of potential suppliers – small and large; with diverse teams and strongly grounded and contextualized evaluation experience and skills.

IMPORTANT:

The Terms of Reference (TORS) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of 3 (three) years, potentially extendable for a further period of one plus one (1+1) years. The successful bidder(s) will be requested to maintain their quoted price model for the duration of agreement.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement(s).

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex E).

Note: This document is not to be construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:**2.1. RFP DOCUMENTS**

The following annexes form integral part of this Request for Proposal:

Annex A:	Terms of Reference (TORs)
Annex B:	Financial Offer Form
Annex C:	Vendor Registration Form
Annex D:	UN Supplier Code of Conduct - 2017
Annex E:	UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex F:	Confidentiality undertaking (for services and to be signed by all staff assigned to the project)

Annex G: Evaluation Quality Assurance- ToR Template
Annex H: Evaluation Quality Assurance - Inspection Report Template
Annex I: Evaluation Quality Assurance - Evaluation Report Template

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Andrea Varga, Snr Supply Associate at vargaa@unhcr.org with CC to Zia ur Rehman, Procurement Officer, rehmanz@unhcr.org as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid. In case of non-participation, it would be appreciated to receive a short feedback on the reasons.

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Andrea Varga, Snr Supply Associate at vargaa@unhcr.org with CC to Zia ur Rehman, Procurement Officer, rehmanz@unhcr.org. **The deadline for receipt of questions is 23:59 hrs CET on 25/10/2021.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by means of publication on the UN Global Marketplace (UNGM), the official UNHCR website and by email to all Bidders who have confirmed their intention to submit a bid in line with the provision outlined in paragraph 2.2 above.

Correspondence with any other UNHCR staff member or contractor in respect of this RFP is not permitted and may constitute grounds for disqualification.

2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final signature of the awarded contract.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured as defined in Annex A, Section 3 Technical Offer, the content of which includes the following information, but not necessarily be limited to:

➤ **Description of the company and the company's qualifications**

A. Company Overview

- Brief background and history
- Company's capacity to perform evaluations in keeping with international standards and experience in designing, managing and implementing complex global and operational evaluations, including an annex of all major evaluations conducted over the past three years (with dates and URLs)
- Main areas of focus and core business
- Geographical presence and / or established agreements with evaluation/ research companies in relevant geographies.
- Company profile, registration certificate and last audit reports
- Description of the support facilities (back-stopping) that the organization offers to evaluation teams
- Three professional references for recent relevant evaluations conducted

B. Relevant past experience

- Areas of sectoral expertise [see Annex 2 of the ToR]
- Geographical expertise [Global reach and experience]
- Presence in or evidence of partnerships/collaborations with other organizations in delivering evaluation services including regionally and locally based companies as applicable.

➤ **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**

- Specific examples (3) of evaluations conducted for UNHCR, other UN agency, International Financial Institution or government (as relevant) and methodologies used, scale of the evaluation, and specific sectors covered related to complex humanitarian and/or development issues and submit links to three recent evaluations.

- Roster of CVs of Evaluation Team Leaders under contract by the company, highlighting three leaders who merit particular attention against the specifications of this FA.
- Evidence of access to and availability of consultants who fit the requirements of team membership as outlined in the sub-section above. Consideration will be given here to the overall diversity of the team proposed – including nationality, geography and gender
- Brief description of organization's approach, and how it will address UNHCR's requirements laid out herein. Evidence of relevant methodological strength and innovation; application of the norms and principles relevant to UNHCR; and approaches that incorporate the views and feedback to persons of concern / evaluation stakeholders.

➤ **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

- Curriculum Vitae of core staff, including but not limited to:
 - Team Leaders
 - Team Members
 - Key Account Manager
 - Backup Account Manager
 - Billing Manager
 - Other key personnel

- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**). If selected, the vendor(s) will be requested to formally register through UNHCR Supplier Portal.

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in US Dollars.

The financial offer must cover all the services to be provided (price "all inclusive").

The financial offer shall include the following information:

The Financial Offer is to be submitted as per the Financial Offer Form (Annex B). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your offer valid for **180** days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard

payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5 BID EVALUATION:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score:

Lot 1: FA for Strategic Thematic Evaluation (STE)

Criteria	Score
1. Company Qualification	20
<ul style="list-style-type: none"> • Relevance of past evaluations: types of evaluations conducted; methodologies used; areas of technical expertise offered; geographical expertise; and range of clients. • Proven track record in conducting large-scale evaluations in large international organizations. 	

<ul style="list-style-type: none"> Capacity and approach to ensure high quality services, including quality assurance of the evaluation process. Proven ability to carry out research in multiple countries. Collaboration agreements in place with regional and local companies. Ability to commit a research team to the evaluations for up to 12 months. Proven ability to gather, compare and translate complex data through mixed methods Proven track record in the strategic and effective communication of evaluations and evidence to a range of different audiences. 	
2. Proposed Services	30
<ul style="list-style-type: none"> Relevant and quality of the past evaluations carried out Relevance and quality of the approach to STE, as laid out in Section 3, of ToR. 	
3. Qualification and experience of the proposed team	20
<ul style="list-style-type: none"> Relevance and strength of the CVs of the team leaders Quality of the wider team against the criteria laid out in Section 3, of ToR. 	
Total:	70

Lot 2: contract for Country Strategy Evaluation (CSE)

1. Company Qualification	20
<ul style="list-style-type: none"> Relevance of past evaluations: types of evaluations conducted; methodologies used; areas of technical expertise offered; geographical expertise; and range of clients. Proven track record in conducting large-scale evaluations in large international organizations. Capacity and approach to ensure high quality services, including quality assurance of the evaluation process. Proven ability to carry out research in multiple countries. Collaboration agreements in place with regional and local companies. Ability to commit a research team to the evaluations for up to 12 months. Proven ability to gather, compare and translate complex data through mixed methods Proven track record in the strategic and effective communication of evaluations and evidence to a range of different audiences. 	
2. Proposed Services	25
<ul style="list-style-type: none"> Relevant and quality of the past evaluations carried out Relevance and quality of the approach to CSE, as laid out in Section 3, of ToR.. 	
3 Qualification and experience of the proposed team	25

<ul style="list-style-type: none"> • Relevance and strength of the CVs of the team leaders • Quality of the wider team against the criteria laid out in Section 3, of ToR. 	
Total:	70

Lot 3: contract for Emergency Response Evaluation (ERE)

1. Company Qualification	20
<ul style="list-style-type: none"> • Relevance of past evaluations: types of evaluations conducted; methodologies used; areas of technical expertise offered; geographical expertise; and range of clients. • Proven track record in conducting large-scale evaluations in large international organizations. • Capacity and approach to ensure high quality services, including quality assurance of the evaluation process. • Proven ability to carry out research in multiple countries. Collaboration agreements in place with regional and local companies. • Ability to commit a research team to the evaluations for up to 12 months. • Proven ability to gather, compare and translate complex data through mixed methods • Proven track record in the strategic and effective communication of evaluations and evidence to a range of different audiences. 	
2. Proposed Services	25
<ul style="list-style-type: none"> • Relevance and quality of the past evaluations carried out • Relevance and quality of the approach to ERE, as laid out in Section 3, of ToR.. 	
3 Qualification and experience of the proposed team	25
<ul style="list-style-type: none"> • Relevance and strength of the CVs of the team leaders • Quality of the wider team against the criteria laid out in Section 3, of ToR. 	
Total:	70

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off points for proposals to be considered technically-compliant are as follows:

- a. **For lot 1, 42 out of 70.**
- b. **For Lot 2, 50 out of 70**
- c. **For Lot 3, 50 out of 70**

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **Financial offer** will use the following percentage distribution: **30%** from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company and the offers must be identified by an offer reference number generated by the Bidder.

Your proposal shall comprise the following documents:

- a) Technical offer
- b) Financial offer, using the provided form, submitted both in excel and pdf format

Please include your offer reference number, date and signature on both offers.

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <https://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten, that account cannot be used anymore and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The Technical and Financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is **10MB**.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload.

It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files

uploaded well before the tender deadline.

IMPORTANT:

The technical offer and financial offer are to be uploaded in separate documents. Failure to do so may result in disqualification.

Deadline: 23/11/2021, 23:59 hrs CET.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all the bid has been received properly, including all relevant documents before the deadline.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards on this project.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.



Fabrizio Bertora
Chief of Section, HQ Procurement
Supply Management Service
UNHCR